ALCATEL onetouch Hero 8

D820X

Quick Start Guide

Thank you for buying ALCATEL ONETOUCH D820X. We hope you will enjoy your high-quality communication experience.

For more information about how to use the device, please go to www.alcatelonetouch.com to download the complete user manual. From the website you can also consult the FAQ, upgrade software, etc.

ONETOUCH D820X is the LTE device.

ALCATEL onetouch

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SAR

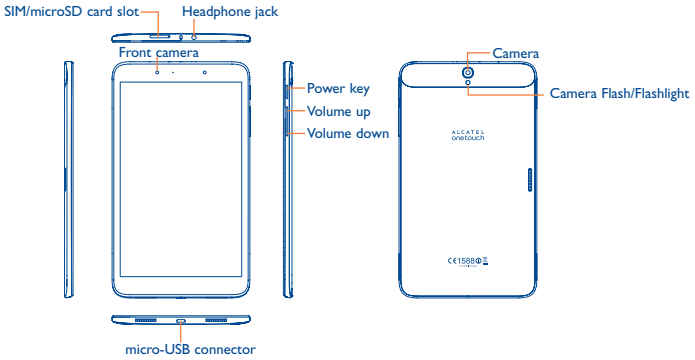
www.sar-tick.com

This device meets applicable national SAR limits of 2.0 W/kg. SAR values can be found on page 30 of this user guide. When carrying the device or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not using it.

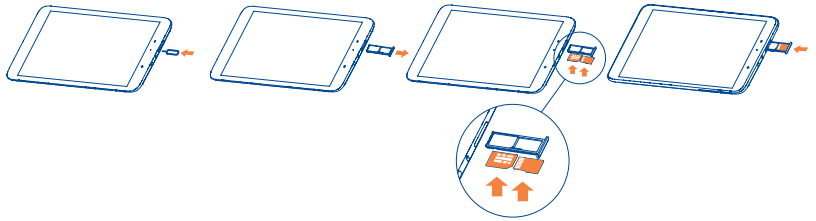
To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Your device.....

1.1 Appearance illustration



Inserting the microSD card



1.2 Home screen

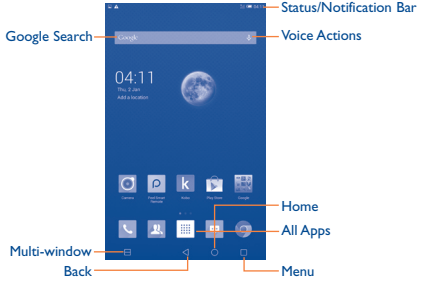
Your device includes several pages of Home screen giving you more space to add your own favorite apps, folders, and widgets for one-touch access. To switch between screens, slide your finger to left or right.

1.2.1 Lock/Unlock your screen

Press the **Power** key, and then slide to right to unlock your device.

You can also customize your lock settings by choosing **Settings/Lock settings**.

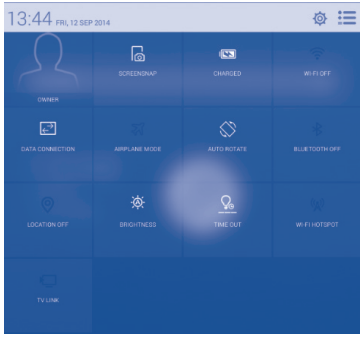
1.2.2 Icons on your screen

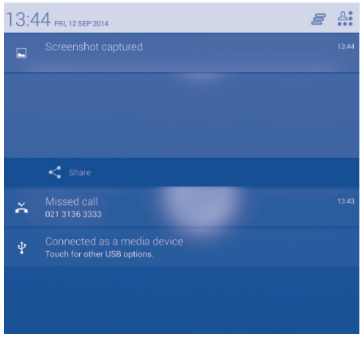


Name	Description
Google Search	Touch it to access the Google search engine.
Voice Actions	Use Voice Actions to watch a video, send email, set alarm, get directions, etc.
All Apps	Touch to show all apps list interface.
Back	Go back to the previous menu or screen.
Home	Return to the home screen.

Touch and drag down the Status bar to open Quick setting panel, where you can enable or disable functions or change modes by touching the icons.

When there are notifications, touch and drag down the Status bar to open the Notification panel and read the detailed information.





1.3 Apps and widgets

1.3.1 Apps

The Applications (apps) list contains all pre-embedded and newly installed apps. To access the apps list, touch the all apps key from Home screen.

1.3.2 Widgets

Touch & hold any space on home screen to switch to widgets interface.

1.3.3 Get more apps

Touch the Play Store icon to get more apps.

1.3.4 Create and manage shortcut on desktop

Touch and hold an icon on All apps list, it will jump to home screen automatically, drag it to the right place you want. Overlapping icons together will build a folder. You can name the folder by touching the tap under the icons.

1.3.5 Remove apps icon from desktop

Touch and hold the icon you want to delete from the desktop, drag it right over the "", which appears right in the middle of the screen top.

1.4 Basic operation

1.4.1 Power on your device

Press and hold the **Power** key until the device powers on. It will take some seconds before the screen lights up.

1.4.2 Power off your device

- Press and hold the **Power** key about 3 seconds until the options appear, select "Power off " to power off your device.
- Press and hold the **Power** key about 10 seconds to force shut down your device.

1.4.3 Stand-by mode

Press **Power** key once to shut down the screen and the product enters stand-by mode.

Note: Without operation, the product will enter stand-by mode automatically. Press **Power** key once to wake it up.

1.4.4 Restart

- Press and hold the Power key about 3 seconds until the options appear, select "Restart" to restart your device.
- When your device is out of function, press and hold the **Power** key about 10 seconds to restart your device.

1.4.5 Connecting to a computer via USB

When connecting your device to computer by USB, you can transfer files between your device and the computer.

1.4.6 Change your wallpaper

You can change your wallpaper in two different ways: touch on home screen, select a wallpaper from **Wallpaper**, and then touch **Set wallpaper**. For another way is following the steps **Settings > Display > Wallpaper**.

1.4.7 Wi-Fi

To turn Wi-Fi on and connect to a wireless network:

- Touch Wi-Fi icon on Quick setting bar to turn on/off Wi-Fi.
- Select **Settings**, touch the switch beside Wi-Fi to turn on/off Wi-Fi.
- Touch a Wi-Fi network to connect. If the network you selected is secured, you are required to enter a password or other credentials (You may need to contact the network operator for details). When finished, touch **Connect**.

Tip: To extend the battery life, turn off Wi-Fi when you're not using it.

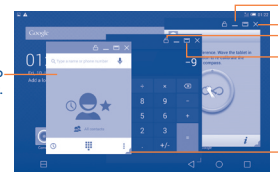
1.4.8 Zoom in/out

Draw your fingers apart/together to zoom in/out (Web browser, Gallery etc..).

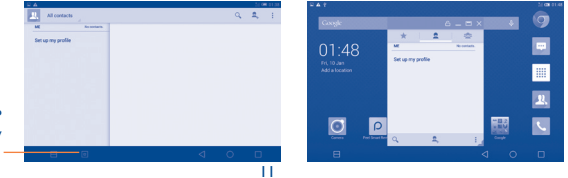
2 Multi-window

Touch to enable the multi-window function. With this function you can view multiple windows on your home screen.

Touch to unfold the APPs. Select an icon from the list to start an APP on the home screen. You can also drag the APP window to the place you prefer.


Touch to minimize the window.
Touch to close the APP.
Touch to keep the window in the front.
Touch to maximize the window.
Touch an APP to bring it to the front.
Press and hold the arrow and then drag to zoom in/out the APP.

The multi-window function can also be opened in a different way when an APP is open.



3 Text input

3.1 Using Onscreen Keyboard

Onscreen Keyboard settings

From the home screen, select **Settings\Language & input** and tap the Settings icon next to **Android keyboard.** A series of settings will be available here.

Adjust the Onscreen Keyboard orientation

Turn the device sideways or upright to adjust the Onscreen Keyboard orientation. You can also adjust it by touching **AUTO ROTATE** from the quick setting panel.

3.1.1 Android keyboard

Touch to switch between "abc/ Abc" mode; Touch & hold to switch between "abc/ABC" mode.
Touch to switch to symbol and numeric keyboard.
Touch to select emoticons.
Touch & hold to show input options; when Wi-Fi or data connection is on, touch to enter voice input.

3.2 Text editing

You can edit the text you have entered.

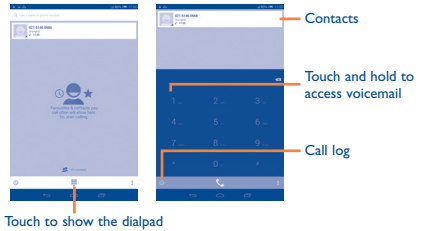
- Touch and hold the text you would like to edit.
- Drag the tabs to change the highlighted selection.
- The following options will appear: **Select all** , **Cut** , **Copy** and **Paste** .
- Touch the icon to confirm.

4 Phone call

4.1 Placing a call

Touch to access **Phone** application.

Dial screen



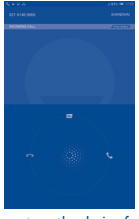
Enter the desired number from the keyboard directly or select a contact from **People** or **Call log** by touching tabs, then touch to make the call.

The number you entered can be saved to **People** by touching **Add to contacts**.

To hang up a call, touch .

4.2 Answering or rejecting a call

When you receive a call, drag the icon rightward to answer the call, leftward to reject the call, upward to reject the call by sending a preset message.



To mute incoming calls, press the **Volume up/down** key or turn the device face down if **Turn over to mute** is activated. To activate, touch **Settings\Gestures\Turn over to mute**.

4.3 Consulting your call memory

You can access your call memory by touching from the Dial screen to view call history in categories of Missed call, Dialed call and Received call.

4.4 Speed dial settings

You can access this setting screen by touching Menu key and **Speed dial** on Dial screen, then select contacts to define 2-9 screen keys as a speed dialer.

5 People

You can view and create contacts on your device and synchronize these with your Gmail contacts or other applications on the web or on your device.

5.1 Adding a contact

From the Home screen, select **People** app, then touch the icon in the contact list to create a new contact.

5.2 Importing, exporting and sharing contacts

From Contacts screen, touch to open the options menu, touch **Import/Export**, then choose to import/export contacts from/to SIM card, Device, Device storage, Accounts, etc.

You can share a contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

Touch a contact you want to share, touch and **Share** from the contact details screen, then select the application you want to perform this action with.

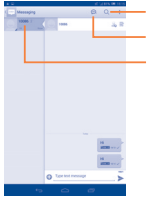
5.3 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your device.

6 Messaging

You can create, edit and receive SMS and MMS with this device.

To access this feature, touch from the Home screen.



- Touch to search in all messages.
- Touch to create a new message.
- Touch to view the whole message thread.
- Touch and hold to **Delete thread** or **Add shortcut**.

All messages you receive or send out can be saved in device memory or SIM card. To consult the SMS messages stored in SIM card, touch from Messaging screen, then touch **Settings\Text message(SMS)\Manage SIM messages**.

Sending a text message

Enter the mobile phone number of the recipient or touch to add recipients, touch **Type text message** bar to enter the text of the message. When finished, touch to send the text message.

An SMS of more than 160 characters will be charged as multiple SMS. Specific (accented) letters will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and audio to other compatible phones and e-mail addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or Subject or email addresses are added.

7 Email

Besides your Gmail account, you can also set up external POP3 or IMAP email accounts on your device.

To access this function, touch **Email**.

An email wizard will guide you through the steps to set up an email account.

- Enter the email address and password of the account you want to set up.
- Touch **Next**. If the account you entered is not provided by your service provider in the device, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.
- To add another email account, you can touch **Menu** key and **Settings**, and touch **ADD ACCOUNT** on the right of the title to create the account.

To create and send emails

- Touch the icon from Inbox screen.
- Enter recipient(s) email address(es) in **To** field.
- Enter the subject and the content of the message.
- Touch **Menu** key , touch **Attach file** to add an attachment.
- Finally, touch to send.
- If you do not want to send the mail right away, you can touch and **Save draft** or touch **Back** key to save a copy.

8 Getting connected

To connect to the Internet with this device, you can use GPRS/EDGE/WCDMA/LTE networks or Wi-Fi, whichever is most convenient.

8.1 Connecting to the Internet

8.1.1 GPRS/EDGE/WCDMA/LTE

The first time you turn on your device with a SIM card inserted, it will automatically configure network service: GPRS, EDGE, WCDMA or LTE. If the network is not connected, you can touch on Quick setting panel.

To check the network connection you are using, touch **Settings\More...\Mobile networks\Access Point Names** or **Network operators**.

8.1.2 Wi-Fi

Using Wi-Fi, you can connect to the Internet when your device is within range of a wireless network. Wi-Fi can be used on the device even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Touch on Quick setting panel to get to **Settings**.
- Touch the switch beside Wi-Fi to turn on/off Wi-Fi.
- Touch **Wi-Fi**, detailed information of all detected Wi-Fi networks is displayed in the Wi-Fi networks section.
- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (contact network operator for details). When finished, touch **Connect**.

8.2 Browser

Enjoy surfing the web by using the Browser.

To access this function, touch the Browser icon on the Home screen.

To go to a web page

On Browser screen, touch the URL box at the top, enter the address of the web page, then touch Go to confirm.

8.3 Sharing your device's mobile data connection

You can share your device's mobile data connection with a single computer via a USB cable (USB tethering) or with up to eight devices at once by turning your device into a portable Wi-Fi hotspot or via Bluetooth.

To turn on USB tethering, Bluetooth tethering or Wi-Fi hotspot

- Connect your device to the computer via USB cable.
- Touch on Quick setting panel to get to **Settings.**
- Touch **More...\Tethering & portable hotspot**.
- Mark the checkbox of **USB tethering**, **Bluetooth tethering** or **Wi-Fi hotspot** to activate this function.

These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas. You can check data usage by touching **Settings\Data usage**.

9 Find my location using GPS satellites

To activate your device's Global Positioning System (GPS) satellite receiver:

- Touch on Quick setting panel to get to **Settings**.
- Access **Location**.
- Turn on **Location** and choose mode for **High accuracy**, **Battery saving** or **Device only**.

Find your location by opening Maps:

Use your device's GPS satellite receiver,Wi-Fi or data connection to pinpoint your location within an accuracy as close as several meters ("street level"). The process of accessing the GPS satellite and setting your device's precise location for the first time will require up to 5 minutes. You will need to stand in a place with a clear view of the sky and avoid moving. After this, GPS will only need 20-40 seconds to identify your precise location. Then you can start the navigation to find the target location.

10 Data backup

This device enables you to back up your device's settings and other application data to Google Servers, with your Google Account.

If you replace your device, the settings and data you've backed up are restored onto the new device the first time you sign in with your Google Account.

To activate this function:

- Touch on Quick setting panel to get to **Settings**.
- Touch **Backup and reset\Back up my data** to mark the checkbox.

Once activated, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings configured within the Settings application. If you deactivated this option, settings are no longer backed up, and any existing backups are deleted from Google Servers.

11 Factory data reset

To activate factory data reset:

- Touch on Quick setting panel to get to **Settings**.
- Touch **Backup and reset\Factory data reset**
- Touch **Reset device\Erase everything**

Device reset will erase all of your personal data from internal storage, including information about your Google Account, any other accounts, your system and application settings, and any downloaded applications. If you need to keep the content in your device storage, please mark **Reserve the content of internal storage**.

When you are unable to power on your device, there is another way to perform a factory data reset by pressing the **Volume up** key and the **Power** key simultaneously until the screen lights up.

12 Applications & Internal storage.....

12.1 Applications

With this device, some built-in Google applications and other third party applications are available at your convenience.

With the built-in applications, you can:

- Communicate with friends
- Exchange messages or emails with friends
- Track your location, view traffic situations, search for locations and get navigation information to your destination
- Download more applications from Play Store and more.

For more information about these applications, please check the online user manual at: www.alcatelonetouch.com.

12.2 Internal storage

Touch **Settings\Storage** to display the amount of internal device storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.

All personal music, pictures, applications and files will be saved in internal device storage.

If a warning message comes up saying that device memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

13 Making the most of your device.....

You can download software upgrades for free from the website (www.alcatelonetouch.com).

13.1 Smart Suite

Smart Suite includes:

- **Contacts**
  It allows you to back up contact entries so you don't have to worry about losing, breaking, switching devices or changing service providers.
- **Messages**
  It frees you from painstakingly inputting text on the keypads. All of your messages are easily accessible and well-organized.
- **Calendar**
  It allows you to sync events freely between your device and Outlook and create and edit new events from a PC.
- **Photos**
  It allows you to easily import photos from a PC or the handset and organize them in different albums for better management.
- **Videos**
  It allows you to insert video files from a PC for playback and then upload to a handset folder.
- **Music**
  It allows you to quickly search for your favourites in a PC, manage the ultimate Library, and enjoy the easiest digital jukebox in your own mobile way.
- **Application**
  It allows you to import downloaded mobile applications and have them installed on to your handset upon synchronization.

- **Backup**

  It allows you to back up your contacts, messages, calendar, photos and applications, then import the backup files to your device.

Supported Operating Systems

Windows XP/Vista/Windows 7/Windows 8.

13.2 Upgrade

You can use Mobile Upgrade tool or FOTA Upgrade tool to update your device's software.

13.2.1 Mobile Upgrade

Download Mobile Upgrade from ALCATEL ONETOUCH website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your device by following the step by step instructions (refer to the User Guide provided together with the tool). Your device's software will now have the latest software.

All personal information will be permanently lost following the update process. We recommend you backup your personal data using Smart Suite before upgrading.

13.2.2 FOTA Upgrade

To access **System Updates**, please open **Settings\About device\System updates**. Touch **Check for updates**, and the device will search for the latest software. If you want to update the system, please touch the button **Download**, after it's done please touch **Install** to complete the upgrade. Now your device's software will have the latest version.

You should turn on data connection or connect by Wi-Fi before searching for updates. Settings for auto-check intervals and reminders about upgrades are also available once you restart the device.

If you have chosen auto-check, when the system discovers the new version, the icon will appear in the status bar. Touch the notification to access the **System Updates** directly.

14 Settings

14.1 Device

14.1.1 Sound

You can set **Volumes, Touch sounds** and **Screen lock sound** to your preference with the Volume up/down key, or touch **Settings > Sound**.

14.1.2 Display

Touch **Settings > Display**, you can see the items:

- **Wallpaper** Set your wallpaper.
- **Brightness** Adjust your screen to a comfortable brightness.
- **Font size** Select a suitable font size for your device.
- **Sleep** Set Screensavers time.
- **Daydream** Select an animation effect shows in standby status.
- **ClearMotion** Select to enhance video fluency.
- **TV Link** Turn it on to display your device screen on TV.

14.1.3 Storage

Touch **Settings > Storage** to view the memory using status.

14.1.4 Battery

Touch **Settings > Battery management** to check the battery power and its service status.

14.1.5 APPs

Touch **Setting > APPs** to check the APP status.

14.2 Personal

14.2.1 Language & input

Touch **Settings > Language & input** to view or set system language and input methods.

- **Language** Set the system language.
- **KEYBOARD & INPUT METHODS** Select an input method from all the input methods installed on the device.

14.2.2 Backup & reset

You can back up settings and other data associated with one or more of your Google Accounts. If you need to replace or factory reset your device, you can restore your data for any accounts that were previously backed up.

Touch **Settings > Backup & reset**

Tips: Please make sure that all the important data have been backed-up before you run factory data reset, for this function will erase all the apps and data that user has installed.

14.3 System

14.3.1 Date & time

Touch **Settings > Date & time**, to set date, time and format.

14.3.2 About device

Touch **Settings > About device** to check legal information, device status and software version, etc.

Safety and use.....

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY:

Given that studies show that using a device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their device when the vehicle is not parked.

When driving, do not use your device and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from RF energy.

• CONDITIONS OF USE:

You are advised to switch off the device from time to time to optimise its performance.

Switch the device off before boarding an aircraft.

Switch the device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile devices can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side to the device, if any.

Do not let children use the device and/or play with the device and accessories without supervision.

Please note that your device is a unibody device, the battery is not removable. Do not attempt to disassemble your device. If you disassemble your device the warranty will not apply. Also disassembling the device may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your device with care and keep it in a clean and dust-free place.

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.
At over 55°C the legibility of the device's display may be impaired, though this is temporary and not serious.
Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your device for emergency calls.
Do not open, dismantle or attempt to repair your device yourself.
Do not drop, throw or bend your device.
Do not use the device if the glass made screen, is damaged, cracked or broken to avoid any injury.
Do not paint it.
Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your device model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
Remember to make back-up copies or keep a written record of all important information stored in your device.
Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your device or enabling a flashing-lights feature on your device.
Parents should monitor their children's use of video games or other features that incorporate flashing lights on the devices. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:
- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your device, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your device (including the operator) disclaim any liability which may result from the improper use of the device.

• **BATTERY:**

Please note your device is a unibody device, the battery is not removable. Observe the following precautions:
- Do not attempt to open the back cover,
- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your device,
- Do not burn or dispose of your device in household rubbish or store it at temperature above 60°C.

Device and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your device, the battery and the accessories means that these products must be taken to collection points at the end of their life:
- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.
All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• **CHARGERS**

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your device meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

• **RADIO WAVES:**

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile device models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded.		
Body-worn SAR	LTE Band 7+Wi-Fi	1.296 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the device the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the device away from the head and body during phone calls, or reduce the amount of time spent on the device.

For more information you can go to www.alcatelonetouch.com

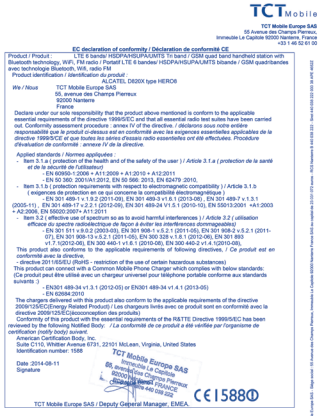
Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your device is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the device at least 10 mm away from the body.

• Regulatory information

The following approvals and notices apply in specific regions as noted.



TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Pierreux,
Immeuble Le Capitole 92000 Nanterre
+33 1 46 52 61 00

EC declaration of conformity / Déclaration de conformité CE

Product / Produit : LTE 6 bands/ HSDPA/HSUPA/UMTS 1V band / GSM quad band handheld station with Bluetooth technology, WiFi, FM radio / Portatil LTE 6 bandas/ HSDPA/HSUPA/UMTS bibanda / GSM quadribandes avec technologie Bluetooth, Wifi, radio FM

Product identification / Identification du produit :

ALCATEL D820X type HERO8

We / Nous TCT Mobile Europe SAS
55 Avenue des Champs Pierreux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. Conformity assessment procedure : annex IV of the directive. / *déclarons sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.*

Applied standards / *Normes appliquées* :

- Item 3.1.a (protection of the health and of the safety of the user) / *Article 3.1.a (protection de la santé et de la sécurité de l'utilisateur)*
  - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011
  - EN 50 360: 2001/A1:2012, EN 50 566: 2013, EN 62479: 2010,
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) / Article 3.1.b (exigences relatives à la protection qui concerne la compatibilité électromagnétique)
  - EN 301 489-1 v1.9.2 (2011-09), EN 301 489-3 v1.6.1 (2013-08) , EN 301 489-7 v.1.3.1 (2005-11) , EN 301 489-17 v.2.2.1 (2012-09), EN 301 489-24 V1.5.1 (2010-10), EN 55013:2001 +A1:2003 + A2:2006, EN 55020:2007+ A11:2011
- Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / *Article 3.2 (utilisation efficace du spectre radioélectrique de façon à éviter les interférences dommageables)*
  - EN 301 511 v 9.0.2 (2003-03), EN 301 908-1 v.5.2.1 (2011-05), EN 301 908-2 v.5.2.1 (2011-07), EN 301 908-13 v.5.2.1 (2011-05), EN 300 328 v.1.8.1 (2012-06), EN 301 893 v1.7.1(2012-06), EN 300 440-1 v1.6.1 (2010-08), EN 300 440-2 v1.4.1(2010-08),

This product also conforms to the applicable requirements of following directives. / *Ce produit est en conformité avec la directive.*

Directive 2011/65/EU (RoHS) - restriction of the use of certain hazardous substances)

This product can connect with a Common Mobile Phone Charger which complies with below standards: (Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants :

- EN301 489-34 v1.3.1 (2012-05) or EN301 489-34 v1.4.1 (2013-05)
- EN 62684:2010

The chargers delivered with this product also conform to the applicable requirements of the directive 2009/125/EC(Energy Related Products) / Les chargeurs livrés avec ce produit sont en conformité avec la directive 2009/125/EC(écoconception des produits)

Conformity of this product with the essential requirements of the R&TTE Directive 1999/5/EC has been reviewed by the following Notified Body: / *La conformité de ce produit a été vérifiée par l'organisme de contrôle habilité suivant :*

American Certification Body, Inc.
Suite C110, Whittier Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

Date :2014-08-11
Signature

TCT Mobile Europe SAS
Immeuble Le Capitole
55 Avenue des Champs Pierreux
92000 Nanterre
FRANCE
RCS Nanterre B 440 038 022

CE 1588

TCT Mobile Europe SAS / Deputy General Manager, EMEA

TCT Mobile Europe SAS - Siège social - 55 Avenue des Champs Pierreux, Immeuble Le Capitole 92000 Nanterre France
SAS au capital de 23 031 072 euros - RCS Nanterre B 440 038 022 - Siret 440 038 022 000 38 APE 4652Z

• LICENCES

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ALCATEL ONETOUCH D820X Bluetooth Declaration ID D023492

The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance. 5 GHz Wi-Fi operation is for indoor use only.

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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch and hold **Google legal** in **Settings\About device\Legal information**) (1).
You have purchased a product which uses the open source (http://opensource.org/) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public License and Apache License.
We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCT.
You may download the source codes from http://sourceforge.net/projects/alcatel/files/. The provision of the source code is free of charge from internet.

(1) It may not be available according to the countries.

General information

- **Internet address:** www.alcatelonetouch.com
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our website.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong
- **Electronic labeling (E-label) path:** Touch settings / Regulatory &safety or input "*#07#", you can find more information about labeling[1]. On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have. An electronic version of this user guide is available in English and other languages according to availability on our server: **www.alcatelonetouch.com**

Your device is a transceiver that operates on GSM in quad-band with 850/900/1800/1900 MHz, UMTS in quad-band with 850/900/1900/2100 MHz or LTE in penta-band with B1/B3/B7/B8/B20.

CE 1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your device can be obtained through our website: www.alcatelonetouch.com.

Protection against theft [2]

Your device is identified by an IMEI (serial number) shown on the packaging label and in the device's memory. We recommend that you note the number the first time you use your device by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your device is stolen. This number allows your device to be blocked preventing a third person from using it.

[1] It depends on countries.
[2] Contact your network operator to check service availability.

Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCT Mobile has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. TCT Mobile will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCT Mobile disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCT Mobile, may be subject to paid updates and upgrades in the future; TCT Mobile waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from TCT Mobile; it shall remain merely as information for the purchaser. Therefore, TCT Mobile shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser, as its availability depends on the country and the operator of the purchaser. TCT mobile reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall TCT Mobile be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

Warranty

Your device is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months [1] from the date of purchase as shown on your original invoice.

Batteries [2] and accessories sold with your device are also warranted against any defect which may occur during the first six (6) months [1] from the date of purchase as shown on your original invoice.

In case of any defect of your device which prevents you from normal use thereof, you must immediately inform your vendor and present your device with your proof of purchase.

If the defect is confirmed, your device or part thereof will be either replaced or repaired, as appropriate. Repaired device and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

[1] The warranty period may vary depending on your country.

[2] The life of a rechargeable device battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your device during the first six months after purchase and for approximately 200 more recharges.

This warranty shall not apply to defects to your device and/or accessory due to (without any limitation):

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used,
2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCT Mobile Limited,
5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation…

Your device will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

Troubleshooting

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your device as this may affect its performance.
- Use **Factory data reset** and the upgrade tool to perform device formatting or software upgrading (to reset factory data, hold down the **power** key and the **Volume up** key at the same time). ALL User device data: contacts, photos, messages and files, downloaded applications will be lost permanently. It is strongly advised to fully backup the device data and profile via Smart Suite before doing formatting and upgrading.

Please, carry out the following checks:

My device cannot be switched on or is frozen

- When the device cannot be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.
- When the device falls into a loop during power on-off animation and the user interface cannot be accessed, press and hold the Volume down key to enter Safe Mode. This eliminates any abnormal OS booting issues caused by 3rd party APKs.
- If neither method is effective, please reset the device using the Power key and the Volume up key, (holding both together).

My device has not responded for several minutes

- Restart your device by pressing and holding the **Power** key.

My device turns off by itself

- Check that your screen is locked when you are not using your device, and make sure the **Power** key is not accidentally contacted while the screen is unlocked.
- Check the battery charge level.

My device cannot charge properly

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.

- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

I am unable to connect my device to my computer

- Install ALCATEL Smart Suite.
- Check that your USB driver is installed properly.
- Open the Notification panel to check if the Smart Suite Agent has been activated.
- Check that you have marked the checkbox of USB debugging.

  To access this function, touch **Settings\About device**, then touch **Build number** 7 times. Then touch **Settings\Developer options\ USB debugging**.
- Check that your computer meets the requirements for ALCATEL Smart Suite Installation.
- Make sure that you're using the right cable from the box.

The device cannot be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your device is visible to other users.
- Make sure that the two devices are within Bluetooth's detection range.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 2.5 hours).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

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or technical specification
without prior notice.

All "Signature" ringtones embedded in this phone have been composed, arranged and mixed by NU TROPIC (Amar Kabouche).